

NAVAL DISTRICT WASHINGTON
FIRE & EMERGENCY SERVICES

SAFETY COMMITTEE



REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION

This form is intended for internal fire department Safety Committee use only. It does not take the place of the official OPNAV 5100/11 NAVY EMPLOYEE REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION. It is provided for Fire department employees to assist in the correction of a perceived unsafe or unhealthy working condition

Date: 11/02/2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Bldg 370 Anacostia

Briefly describe the condition:

While operating on a Gas Leak at Building 370 ANA, there was no portable coverage in the building at all. Units had to switch over to the conventional channel to communicate, the problem with that is you lose the emergency identifier.

Name & Date 1st Line Supervisor Notified: 11/2 B/C (b)(6)

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors, Safety Committee rep and Safety Committee Chair.



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Date: 11/02/2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Bldg 417 Anacostia

Briefly describe the condition:

While operating on an AFA at Building 417 ANA, there was no portable coverage in the building at all. Units could not communicate from the 3rd floor to the lobby.

Name & Date 1st Line Supervisor Notified: 11/1 B/C (b)(6)

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors,
Safety Committee rep and Safety Committee Chair.

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Monday, October 04, 2010 8:33 AM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000127503 reported by you has been resolved. Radio equipment. NRL Base station operating intermittantly. Searches/Scans for channels.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000127503

Summary: Radio equipment . NRL Base station operating intermittantly. Searches/Scans for channels.

Your reported Incident has been resolved with the following resolution:
Reprogrammed Radio

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From:

(b)(6)

CIV NDW ANND, N30

Sent:

Thursday, September 23, 2010 3:00 PM

To:

(b)(6)

CIV NDW ANND, N30; (b)(6)

(b)(6)

CIV NDW ANND, N30; (b)(6)

(b)(6)

CIV NDW WNYD, N30

Cc:

(b)(6)

Subject:

2 Radio Safety Forms

Attachments:

Radio Safety Report Sept 21.docx; Radio Safety Report Sept 23.docx

Signed By:

(b)(6)

Chiefs,

Attached are 2 radio Safety Forms dated 9/21 & 9/23.

I spoke with (b)(6) this afternoon (9/23) and he will be at Station 1 tomorrow to look at issue.

Thanks

(b)(6)

NDW Fire & Emergency Services
Central Division - Battalion 1 - Engine 41
202-767-5407



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Date: September 21, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Engine 41, JBAB

Briefly describe the condition:

- 1 – Engine 41 Mobile Radio gets locked up in the Self Test / Startup Mode
Will not transmit or receive and emergency button will not work.

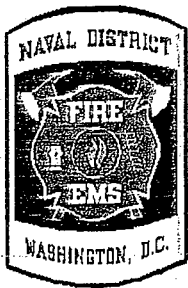
Name & Date 1st Line Supervisor Notified: 9/23/2010 B/C (b)(6)

Date Sent to Safety Comm. Chair: 9/23/2010 B/C (b)(6)

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors,
Safety Committee rep and Safety Committee Chair.



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Date: September 23, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Engine 41, JBAB

Briefly describe the condition:

- 1 - Engine 41 Mobile Radio gets locked up in the Self Test / Startup Mode
Will not transmit or receive and emergency button will not work.
- 2 - Communications advised that mobile radio had an open mic on main radio
channel, however radio was in the off position.

Name & Date 1st Line Supervisor Notified: 9/23/2010 B/C (b)(6)

Date Sent to Safety Comm. Chair: 9/23/2010 B/C (b)(6)

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors,
Safety Committee rep and Safety Committee Chair.



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Date: September 23, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Engine 41, JBAB

Briefly describe the condition:

- 1 - Engine 41 Mobile Radio gets locked up in the Self Test / Startup Mode
Will not transmit or receive and emergency button will not work.
- 2 - Communications advised that mobile radio had an open mic on main radio
channel, however radio was in the off position.

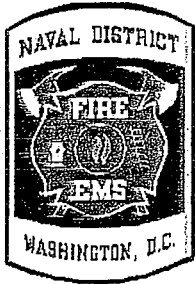
Name & Date 1st Line Supervisor Notified: 9/23/2010 B/C (b)(6)

Date Sent to Safety Comm. Chair: 9/23/2010 B/C (b)(6)

Name & Date Safety Comm. member receiving the report:

Action Taken: CALL IN TICKET ON 9/23

Copy of this form shall be submitted to 1st Line Supervisors,
Safety Committee rep and Safety Committee Chair.



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Date: September 21, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:

Engine 41, JBAB

Briefly describe the condition:

- 1 - Engine 41 Mobile Radio gets locked up in the Self Test / Startup Mode
Will not transmit or receive and emergency button will not work.

Name & Date 1st Line Supervisor Notified: 9/23/2010 B/C (b)(6)

Date Sent to Safety Comm. Chair: 9/23/2010 B/C (b)(6)

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors,
Safety Committee rep and Safety Committee Chair.



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Date: September 21, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Engine 41, JBAB

Briefly describe the condition:

- 1 – Engine 41 Mobile Radio gets locked up in the Self Test / Startup Mode
Will not transmit or receive and emergency button will not work.

Name & Date 1st Line Supervisor Notified: 9/23/2010 B/C (b)(6)

Date Sent to Safety Comm. Chair: 9/23/2010 B/C (b)(6)

Name & Date Safety Comm. member receiving the report:

Action Taken: Called into CNZC Help desk. Forwarded to Safety Committee
Fire Chief/Deputy AND NSI.

9-24-10

Copy of this form shall be submitted to 1st Line Supervisors,
Safety Committee rep and Safety Committee Chair.

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Friday, September 24, 2010 7:54 AM
To: (b)(6) CIV NDW ANND, N30
Subject: INC000000130881

Remedy Support Center [DO_NOT_REPLY@navy.mil]
Friday, September 24, 2010 7:54 AM
RECEIVED: REMEDY CENTER CIV NDW ANND, N30
INC000000130881

Good Morning,

(b)(6) I have created a ticket for your request for the ELMR radio in engine # 41. (b)(6)
(b)(6) have been contacted to response to your issue. If you have any questions please contact
the CNIC Support Center. When he is finish repairing the radio please send an email to
ATFPsupport@ctirms.com

Email Attachment :



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Date: September 23, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:

Engine 41, JBAB

Briefly describe the condition:

- 1 - Engine 41 Mobile Radio gets locked up in the Self Test / Startup Mode
Will not transmit or receive and emergency button will not work.
- 2 - Communications advised that mobile radio had an open mic on main radio channel, however radio was in the off position.

Name & Date 1st Line Supervisor Notified: 9/23/2010 B/C (b)(6)

Date Sent to Safety Comm. Chair: 9/23/2010 B/C (b)(6)

Name & Date Safety Comm. member receiving the report:

Action Taken: Trouble called into CNIC Helpdesk Report Forwarded to Safety Committee via Transmittal. Also Forward to Fire Chief / Deputy and NSI.

9-24-10

Copy of this form shall be submitted to 1st Line Supervisors, Safety Committee rep and Safety Committee Chair.

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Friday, September 24, 2010 7:30 AM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000130881 receipt confirmation.

Remedy Support Center [DO_NOT_REPLY@navy.mil]
Friday, September 24, 2010 7:30 AM
Remedy Support Center [DO_NOT_REPLY@navy.mil]
Incident INC000000130881 receipt confirmation.

Dear (b)(6),

We are pleased to inform you that your reported Incident has been added to the Service Desk. Your assigned Reference Number is INC000000130881. This number should be retained for reference purposes.

Reference No.: INC000000130881

Summary: Radio equipment like a radio, charger, battery, or other related devices needs repair.

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Thursday, September 09, 2010 8:47 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000127503 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000127503. This number should be retained for reference purposes.

Reference No.: INC000000127503

Summary: Radio equipment . NRL Base station operating intermittantly. Searches/Scans for channels.

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

9/9/10
Talked To (b)(6) on This
He will be making adjustments from 9/10
Co 3 Base Radio "B&B CC Store"
intermittent.

(b)(6)

CIV NDW ANND, N30

From:
Sent:
To:
Subject:

Remedy Support Center [DO_NOT_REPLY@navy.mil]
Thursday, September 09, 2010 10:49 AM
(b)(6) CIV NDW ANND, N30
Incident INC000000127217 receipt confirmation.

Remedy Support Center [DO_NOT_REPLY@navy.mil]
Thursday, September 09, 2010 10:49 AM
Subject: CIV NDW ANND, N30
Incident INC000000127217 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been added to the Service Desk. Your assigned Reference Number is INC000000127217. This number should be retained for reference purposes.

Reference No.: INC000000127217
Summary: ELMR Radio Issue

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,
Service Desk

9/9/10
D.C. INTEROPERABILITY
Called in by F/L (b)(6)

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CIV NDW DLGR, N6
Sent: Thursday, September 09, 2010 10:21 AM
To: (b)(6) CIV NDW ANND, N30
Subject: RE: Interoperability D.C. Fire EMS and NDW Fire & Emergency Services
Signed By: (b)(6)

(b)(6)

Can you open a Trouble Ticket with the ELMR Helpdesk (ELMR/ATFP Help Desk, 1-888-264-4255 Opt. 1) for the DC Fire Desktop radios. The problem is they Receive but don't transmit. This will allow me to get someone out to work on the problem. Thanks.

v/r,

(b)(6) ...

-----Original Message-----

From: (b)(6) CIV NDW ANND, N30
Sent: Wednesday, September 08, 2010 8:01 PM
To: (b)(6) CIV NDW DLGR, N6
Subject: RE: Interoperability D.C. Fire EMS and NDW Fire & Emergency Services

(b)(6) thanks for the quick response I know you have always tried to help and have done a great job! But I think my new boss will push this issue at the Region Level to try to get funded as it is a safety and operational issue. I will keep you updated, maybe the new boss will provide positive support for this project. Have a good night.

(b)(6)

-----Original Message-----

From: (b)(6) CIV NDW DLGR, N6
Sent: Wednesday, September 08, 2010 19:52
To: (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW DLGR, N61
Cc: (b)(6) CIV NDW WYND, N30; (b)(6) NDW DLGR, N92
Subject: RE: Interoperability D.C. Fire EMS and NDW Fire & Emergency Services

(b)(6)

We started making progress for awhile. As you may recall this was an unfunded project and we were doing this as best we could. The Original Radio Chassis we tried to reuse were not compatible with the new radios. We were able to find two new Chassis and installed them. Currently DCF can hear our transmissions, but they can not talk back. I have some sustainment funding available and should be able to get someone back on the project within a couple of weeks. I'll let you know what things look like by the 17th.

v/r,

(b)(6)...

-----Original Message-----

From: (b)(6) CIV NDW ANND, N30
Sent: Wednesday, September 08, 2010 7:05 PM
To: (b)(6) CIV NDW DLGR, N6; (b)(6) CIV NDW DLGR, N61
Cc: (b)(6) CIV NDW WYND, N30; (b)(6) NDW DLGR, N92
Subject: RE: Interoperability D.C. Fire EMS and NDW Fire & Emergency Services

(b)(6)/(b)(6) can you provide an update on progress or problems with our interoperability issue with D.C. Fire/EMS. As you may or may not know (b)(6) retired, and I need to provide an update to the Interim Regional Fire Chief and Deputy who I have copied on this email. This is a very critical issue that we get resolved.

The last I remember you were working with their Radio Technicians to install our radios in their system.

Issues:

1) Establish direct radio communications between NDW Communications and D.C. Unified Communications. We need to ensure a redundant system, currently there is only a phone line.

2) Establish a hot patch to allow D.C. Fire to switch to their TAC channel and access our ELMR system. This is critical in the event we are operating at a working incident on the Installation and we call for mutual aid, my Incident Commander needs to have the ability to direct their crews and is a Safety Issue.

r/(b)(6)

(b)(6)

CIV NDW ANND, N30

From:

Sent:

To:

Cc:

Subject:

(b)(6)

CTIRMS (b)(6)

Tuesday, September 07, 2010 6:19 PM

CIV NDW ANND, N30

(b)(6)
ATFP Support

Problem with Fire Mobile Radios (INC126821)

(b)(6)

9/7/10 Spoke w/ (b)(6)

(b)(6)

Ticket INC126821 has been created for Engine 42 at the Navy Yard and Tower 21 Ladder Truck at Bolling AFB. These issues have been forwarded to the NDW ELMR staff for action. Please let me know if I can provide any additional assistance.

Both Radios

Error Message

Respectfully,

(b)(6)

ATFP Technical Support Representative

CNIC Support Center

JSN: 942.6597

Com: 904.722.6597

Toll Free: 888.264.4255

Fax: 904.725.4557

How am I doing? Contact my supervisor (b)(6), email (b)(6)
<<mailto:roy.highfill@ctirms.com>> . Visit us on the web at www.ctirms.com
<<http://www.ctirms.com/>> or supportcenter.cnic.navy.mil
<<http://supportcenter.cnic.navy.mil/>> .

"FOR OFFICIAL USE ONLY - PRIVACY SENSITIVE: ANY MISUSE OR UNAUTHORIZED DISCLOSURE MAY RESULT IN BOTH CIVIL AND CRIMINAL PENALTIES"

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO NOT REPLY@navy.mil]
Sent: Tuesday, September 07, 2010 6:09 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000126821 receipt confirmation.

Remedy Support Center [DO NOT REPLY@navy.mil]
Tuesday, September 07, 2010 6:09 PM
Sharon, Sharon C CIV NDW ANND, N30
Incident INC000000126821 receipt confirmation

Dear (b)(6)

We are pleased to inform you that your reported Incident has been added to the Service Desk. Your assigned Reference Number is INC000000126821. This number should be retained for reference purposes.

Reference No.: INC000000126821

Summary: Radio needs to be reprogrammed to function properly.

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From:

Remedy Support Center [DO_NOT_REPLY@navy.mil]

Sent:

Tuesday, September 07, 2010 9:21 AM

To:

(b)(6)

(b)(6)

CIV NDW ANND, N30 (b)(6)

(b)(6)

CIV NDW DLGR, N61 (b)(6)

CIV NDW DLGR, N6

atfpsupport@ctirms.com

INC000000126597

Subject:

(b)(6) the subject line contains the trouble ticket number that was submitted for your ELMR Radio issues, I have assigned the ticket to the Tier II ELMR Tech as well as given him a courtesy call.

If you have any more questions please email us at: atfpsupport@ctirms.com

Email Attachment :

9/7/10

Spoke w/

(b)(6)

(b)(6)

- ENG Co. 2 Base Radio

sticks on Indian Head site

~~ENG~~

- E-41 Radio in "Error Message" intermittent.

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, September 07, 2010 9:17 AM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000126597 receipt confirmation.

Dear (b)(6),

We are pleased to inform you that your reported Incident has been added to the Service Desk. Your assigned Reference Number is INC000000126597. This number should be retained for reference purposes.

Reference No.: INC000000126597
Summary: ELMR Radioes degraded

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Thursday, August 26, 2010 12:54 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000124458 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been added to the Service Desk. Your assigned Reference Number is INC000000124458. This number should be retained for reference purposes.

Reference No.: INC000000124458
Summary: Fire Station ELMR Base Station Radio

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

Station 3 Base Station

Help Desk / (b)(6)

NOTIFIED

— (b)(6) will be out with

NEW Base Station Fri/Mon
8/27 / 9/30

Radio Replaced
9/1/10
✓

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CIV NDW ANND, N30
Sent: Tuesday, August 24, 2010 3:15 PM
To: (b)(6) CIV NDW ANND, N30
Subject: FW: Incident INC000000102397 reported by you has been resolved. General Questions regarding ELMR support
Signed By: (b)(6)

~~Original Message~~

From: Remedy Support Center [mailto:DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 9:33
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000102397 reported by you has been resolved. General Questions regarding ELMR support

Dear (b)(6),

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000102397

Summary: General Questions regarding ELMR support

Your reported Incident has been resolved with the following resolution:
Corrected by replacing Transmit Antennae at Repeater Site

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

Please take a moment to tell us how we are doing at
http://ice.disa.mil/index.cfm?fa=site&site_id=678

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CIV NDW ANND, N30
Sent: Tuesday, August 24, 2010 3:14 PM
To: (b)(6) CIV NDW ANND, N30
Subject: FW: Incident INC000000103482 reported by you has been resolved. ELMR Radio Malfunction
Signed By: (b)(6)

-----Original Message-----

From: Remedy Support Center [mailto:DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 9:39
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000103482 reported by you has been resolved. ELMR Radio Malfunction.

Dear (b)(6),

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000103482
Summary: ELMR Radio Malfunction

Your reported Incident has been resolved with the following resolution:
Corrected when Transmit Antennae replaced at Repeater Site

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 2:57 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000105645 reported by you has been resolved. Radio needs to be reprogrammed to function properly.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000105645

Summary: Radio needs to be reprogrammed to function properly.

Your reported Incident has been resolved with the following resolution:
Corrected when Transmit Antennae at Repeater Site were replaced

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 2:53 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000105644 reported by you has been resolved. ELMR support

Dear (b)(6),

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000105644

Summary: ELMR support

Your reported Incident has been resolved with the following resolution:
Corrected when Transmit Antennae at Repeater Site were replaced.

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 2:53 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000105643 reported by you has been resolved. Radio equipment like a radio charger, battery, or other related devices needs repair.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000105643

Summary: Radio equipment like a radio, charger, battery, or other related devices needs repair.

Your reported Incident has been resolved with the following resolution:
Corrected when Transmit Antennae at Repeater Site were replaced.

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 3:19 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000113632 reported by you has been resolved. Radio equipment like a radio, charger, battery, or other related devices needs repair.

Dear (b)(6),

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000113632

Summary: Radio equipment like a radio, charger, battery, or other related devices needs repair.

Your reported Incident has been resolved with the following resolution:
No Trouble found on either radio

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 2:59 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000107301 reported by you has been resolved. Radio equipment like a radio, charger, battery, or other related devices needs repair.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000107301

Summary: Radio equipment like a radio, charger, battery, or other related devices needs repair.

Your reported Incident has been resolved with the following resolution:
Microphone making intermittent connection. Reseated mic.

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

Please take a moment to tell us how we are doing at
http://ice.disa.mil/index.cfm?fa=site&site_id=678

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CIV NDW ANND, N30
Sent: Monday, August 23, 2010 11:21 AM
To: (b)(6) CIV NDW ANND, N30
Subject: FW: twr 21 mobile radio
Attachments: Radio Trouble Report twr 21.xls
Signed By: (b)(6)

RECEIVED
NAVY
WASHINGTON
AUG 23 2010
11:21 AM
CIV NDW ANND, N30
FW: twr 21 mobile radio
Radio Trouble Report twr 21.xls
http://www.fishbase.org

FYI

-----Original Message-----

From: (b)(6) CIV NDW ANND, N30
Sent: Monday, August 23, 2010 9:18
To: (b)(6) CIV NDW ANND, N30
Subject: twr 21 mobile radio

Please forward to the radio trouble department. Thanks (b)(6)

(b)(6)

Fire Protection Inspector
Naval District Washington Fire & Emergency Services
2822 Doherty Drive, SW
PSC Box 340, Code 32
Anacostia Annex
Washington, DC 20373
Dispatch: 202-433-4201
Office: 202-685-0206

8/23/10
Called into
ELMR CNIC H&P Desk
#

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 8/22/2010 Time of Trouble 715 Location Nrl-Bafb
Contact (b)(6) Phone Number 202-685-0206 User Group NP FIRE
Unit ID TWR 21 Radio Serial # mobile

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☒ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☐ _____
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

radio would not transmit. The busy light was on but screen showed no id transmitting. Radio was turned off and turned back on in order to transmit.

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 9:04 AM
To: (b)(6)
Subject: Incident INC000000099607 reported by you has been resolved. Fire Engine #4 ELMR Radio Issue

Dear (b)(6),

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000099607

Summary: Fire Engine #4 ELMR Radio Issue

Your reported Incident has been resolved with the following resolution:
Replace Mobile Radio

Please do not hesitate to contact the Service Desk should there be any further questions on inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From:

Remedy Support Center [DO_NOT_REPLY@navy.mil]

Sent:

Tuesday, August 24, 2010 9:15 AM

To:

(b)(6) CIV NDW ANND, N30

Subject:

Incident INC000000099608 reported by you has been resolved. ELMR System Issue

Dear (b)(6),

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000099608

Summary: ELMR System Issue

Your reported Incident has been resolved with the following resolution:
All equipment back on line after replacing Transmitt Antennae at Repeater Site.

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From:
Sent:
To:
Subject:

Remedy Support Center [DO_NOT_REPLY@navy.mil]

Tuesday, August 24, 2010 8:56 AM

(b)(6) CIV NDW ANND, N30

Incident INC000000094979 reported by you has been resolved. ELMR Temporary System
Outage

Dear (b)(6)

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000094979

Summary: ELMR Temporary System Outage

Your reported Incident has been resolved with the following resolution:
PSNet restored Connectivity

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From:
Sent:
To:
Subject:

Remedy Support Center [DO_NOT_REPLY@navy.mil]
Tuesday, August 24, 2010 10:14 AM

(b)(6)

CIV NDW ANND, N30

Incident INC000000105642 reported by you has been resolved. Radio equipment needs repair.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000105642

Summary: Radio equipment needs repair.

Your reported Incident has been resolved with the following resolution:

Replace Mobile Radio

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 9:02 AM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000094980 reported by you has been resolved. ELMR Radio Issue (lock-up distant repeater)

Dear (b)(6)

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: INC000000094980

Summary: ELMR Radio Issue (lock-up distant repeater)

Your reported Incident has been resolved with the following resolution:
Phone Support - Walked user through changing radio to proper site

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Tuesday, August 24, 2010 10:48 AM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000123647 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000123647. This number should be retained for reference purposes.

Reference No.: INC000000123647

Summary: Radio equipment like a radio, charger, battery, or other related devices needs repair.

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff



NAVAL DISTRICT WASHINGTON
FIRE & EMERGENCY SERVICES

SAFETY COMMITTEE



REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION

This form is intended for internal fire department Safety Committee use only. It does not take the place of the official OPNAV 5100/11 NAVY EMPLOYEE REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION. It is provided for Fire department employees to assist in the correction of a perceived unsafe or unhealthful working condition

Date: July 29, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Engine 41, Engine 42

Briefly describe the condition:

1 - Left Bucket Portable on E41 has an identifier issue, it displays on E41 and other apparatus mobile radios as E41L/B, but displays in communications as Inspector 7. This creates an issue if emergency button is activated, and communications and incident commander will not know who is in trouble.

2 - Engine 42 mobile radio still displays as E44 Mobile. This creates same problem as identified above.

Name & Date 1st Line Supervisor Notified:

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:

CALLED IN SERVICE REQUEST TO HELP
DESK @ 8/31/10 0930

COPY FOR YOUR
INFORMATION

Copy of this form shall be submitted to 1st Line Supervisors,
Safety Committee rep and Safety Committee Chair.

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date July 14 2010 Time of Trouble 1131 Location BAFB
Contact (b)(6) Phone Number 202-767-5407 User Group
Unit ID Tower 21 Mobile Radio Serial # N/A

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☒ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☒ NPFDISP
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

Mobile Radio Cut off and Rebooted numerous times. Gave Error messages of Software Fail (614) and Network Failure. On going issue with the Mobile Radio. This occurred while responding to Run# 0653, BLDG. 4514 for Inside Gas Leak.

Call 11/10
(b)(6)

(b)(6)

CIV NDW ANND, N30

From:

(b)(6)

(b)(6)

]

At:

Thursday, July 15, 2010 5:48 AM

To:

(b)(6)

CIV NDW ANND, N30

Subject:

haz-mat radio

Chief the radio in the Haz-Mat unit is oos will not work.

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 7/1/2010 Time of Trouble 820 Location WNY

Contact (b)(6) Phone Number 433-3334 User Group

Unit ID E-42 Radio Serial #

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☐ BAFB
- ☐ WRC
- ☐ WNY
- ☒ Anacostia Annex
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☐
- ☒ CC SCAN
- ☐ WA SCAN

TROUBLE

Will not key up to transmit on most of WNY area. Unit sometimes reads Data failure, Wa scan, and the radio will cut off to reset then back on. This still is an on going issue on the WNY.

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date	6/22/2010	Time of Trouble	1600	Location	WNY
Contact	(b)(6)	Phone Number	202-433-3334	User Group	NAVY ANNEX
Unit ID	PORTIBLE RADIOS	Radio Serial #			
Site you were on (Top Line of Radio)		Talk Group (Bottom Line)			
<input checked="" type="checkbox"/>	BAFB	<input type="checkbox"/>			
<input type="checkbox"/>	WRC	<input type="checkbox"/>	CC SCAN		
<input type="checkbox"/>	WNY	<input type="checkbox"/>	WA SCAN		
<input type="checkbox"/>	NNMC				
<input type="checkbox"/>	NAF				
<input type="checkbox"/>	SITE DOWN				
<input type="checkbox"/>	SCAT				

TROUBLE

AS CREWS WERE DISPATCHED ON A AFA AT BLDG 44, WNY, I TRIED TO GO ON THE AIR WITH THE MOBILE MULTIPLE TIMES. THE RADIO WOULD NOT TRANSMIT. I HAD TO USE MY PORTIBLE RADIO TO COMMUNICATE. ONCE IN THE BUILDING, WE WERE UNABLE TO RELAY INFORMATION WITH THE PORTIBLE RADIOS UNLESS WE WALKED OUTSIDE OF THE BUILDING.

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 11/4/2010 Time of Trouble 745 Location NRL bld 149
Contact (b)(6) Phone Number 202-685-0206 User Group NP FIRE
Unit ID INSP 5 Radio Serial # 9146507

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☒ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☒ NP INSP
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

Radio would transmit and receive intermittently. This happened outside building 149.

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 6/15/2010 Time of Trouble 1124 Location WNY
Contact (b)(6) Phone Number 433-3334 User Group _____
Unit ID E-42 Radio Serial # _____

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☐ BAFB
- ☐ WRC
- ☐ WNY
- ☒ Anacostia Anexx
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☐ _____
- ☒ CC SCAN
- ☐ WA SCAN

TROUBLE

Will not key up to transmit on most of WNY area. Unit sometimes reads Data failure, Wa scan, and the radio will cut off to reset then back on.

3 reports
1450 hrs
Called into
Heup Desk
Called
He
Seems to
be a
problem
6/21/10
(b)(6)
reports
to work
man
(b)(6)

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date	6/15/2010	Time of Trouble	2237	Location	WNY
Contact	(b)(6)	Phone Number	433-3334	User Group	
Unit ID	E-42	Radio Serial #			
<u>Site you were on</u> (Top Line of Radio)		<u>Talk Group</u> (Bottom Line)			
<input type="checkbox"/>	BAFB	<input type="checkbox"/>			
<input type="checkbox"/>	WRC	<input checked="" type="checkbox"/>	CC SCAN		
<input type="checkbox"/>	WNY	<input type="checkbox"/>	WA SCAN		
<input checked="" type="checkbox"/>	Anacostia Annex				
<input type="checkbox"/>	NAF				
<input type="checkbox"/>	SITE DOWN				
<input type="checkbox"/>	SCAT				

TROUBLE

Will not key up to transmit on most of WNY area. Unit sometimes reads Data failure, Wa scan, and the radio will cut off to reset then back on. This is a on going issue on the WNY.

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 6/21/2010 Time of Trouble 1100 Location WNY
Contact (b)(6) Phone Number 433-3334 User Group _____
Unit ID E-42 Radio Serial # _____

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☐ BAFB
- ☐ WRC
- ☐ WNY
- ☒ Anacostia Anexx
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☐ _____
- ☒ CC SCAN
- ☐ WA SCAN

TROUBLE

Will not key up to transmit on most of WNY area. Unit sometimes reads Data failure, Wa scan, and the radio will cut off to reset then back on. This is a on going issue on the WNY.

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CTIRMS (b)(6)
Sent: Monday, June 21, 2010 3:07 PM
To: (b)(6) CIV NDW DLGR, N61; (b)(6) CIV NDW DLGR, N6
Cc: (b)(6) CTIRMS; (b)(6) CIV NDW ANND, N30
Subject: Remedy Ticket INC-107301

This email is sent to inform you that INC-107301 has been created and assigned to (b)(6) in regards to an ELMR issue with Fire Engine # 42 at Washington Navy Yard.

v/r
(b)(6)

(b)(6) USN, RET, ITC
ATFP Technical Support Representative
CNIC Support Center
DSN: 942-6597
Comm: 1 (904) 722-6597 Option 1
Toll Free: 1 (888) 264-4255 Option 1
How am I doing? Please contact my supervisor (b)(6) at (b)(6)
Visit us on the web: <https://supportcenter.cnic.navy.mil>
For official use only - Privacy Sensitive - Any misuse or unauthorized disclosure may result in both civil and criminal penalties.

"FOR OFFICIAL USE ONLY - PRIVACY SENSITIVE: ANY MISUSE OR UNAUTHORIZED DISCLOSURE MAY RESULT IN BOTH CIVIL AND CRIMINAL PENALTIES"

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 5/26/2010 Time of Trouble 840 Location BAFB & Rte. 295
Contact (b)(6) Phone Number 767-5404 User Group NPFDISP
Unit ID E-41 Mobile Radio Serial # _____

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☒ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☒ NPFDISP
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

While responding on a reported working code in the area of the Firth Sterling Gate, I could hear communications calling me on the radio. However, every time I tried to answer them the transmission would not go through. This covered the entire distance just outside the fence line from Firth Sterling gate to the South Gate of BAFB.

Heup DtsL (b)(6)
6/13

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CTIRMS (b)(6)] on behalf of ATEP Support
[ATFPSUPPORT@ctirms.com]
Sent: Sunday, June 13, 2010 5:47 PM
To: (b)(6) CIV NDW ANND, N30
Subject: ELMR radio issues

(b)(6)

I have created the following tickets and have assigned to the local technician to be fixed.

INC000000105643 Mobile radio unit needs repair/replace WNYD

INC000000105644 Problem with the tower and units were not able to talk to each other. Bowling
AF

INC000000105645 Distortion with the radio units. WNYD

Please let us know if you have any other problems.

V/R

(b)(6)

(b)(6)

CNIC Support Center

DSN: 942.6536

Com: 904.722.6597

Toll Free: 888.264.4255

Fax: 904.725.4557

How am I doing? Contact my supervisor (b)(6), email (b)(6)
<mailto:(b)(6)> Visit us on the web at www.ctirms.com
<<http://www.ctirms.com>> or supportcenter.cnic.navy.mil <<http://supportcenter.cnic.navy.mil>>

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Sunday, June 13, 2010 5:36 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000105643 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000105643. This number should be retained for reference purposes.

Reference No.: INC000000105643

Summary: Radio equipment like a radio, charger, battery, or other related devices needs repair.

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 6/2/2010 Time of Trouble 2130 Location Patrick Cr. BAFB
Contact (b)(6) Phone Number 767-5407 User Group NPFDISP
Unit ID TW-21 Portables Radio Serial # _____

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☒ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT
- ☒ NavyAnnex

- ☒ NPFDISP
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

While operating on the scene of a gas leak at 5520-C Patrick Cr. BAFB, I called to the driver to evacuate the exposure units on either side of the incident house. A noise came over the radio so I assumed that the driver had acknowledged. Once the gas had been secured and I returned to side Alpha the driver came up and advised that E-41 had been calling to check our status, but I never heard him. Also, the driver never heard any of my transmissions requesting the evacuations. As a result the exposures were not evacuated in a timely manner.

Hand Dash

6/13

(b)(6)

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CTIRMS [(b)(6)]
[ATFPSUPPORT@ctirms.com]
Sent: Sunday, June 13, 2010 5:47 PM
To: (b)(6) CIV NDW ANND, N30
Subject: ELMR radio issues

] on behalf of ATEP Support

(b)(6)

I have created the following tickets and have assigned to the local technician to be fixed.

INC000000105643 Mobile radio unit needs repair/replace WNYD

INC000000105644 Problem with the tower and units were not able to talk to each other. Bowling
AF

INC000000105645 Distortion with the radio units. WNYD

Please let us know if you have any other problems.

V/R

(b)(6)

(b)(6)

CNIC Support Center

DSN: 942.6536

Com: 904.722.6597

Toll Free: 888.264.4255

Fax: 904.725.4557

How am I doing? Contact my supervisor (b)(6), email (b)(6)
<mailto:(b)(6)> Visit us on the web at www.ctirms.com
<<http://www.ctirms.com>> or supportcenter.cnmc.navy.mil <<http://supportcenter.cnmc.navy.mil>>

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date	June 12 2010	Time of Trouble	1452	Location	BAFB
Contact	(b)(6)	Phone Number	202-767-5407	User Group	
Unit ID	Tower 21 Mobile	Radio Serial #	N/A		
Site you were on (Top Line of Radio)		Talk Group (Bottom Line)			
<input checked="" type="checkbox"/>	BAFB	<input checked="" type="checkbox"/>	NPFDISP		
<input type="checkbox"/>	WRC	<input type="checkbox"/>	CC SCAN		
<input type="checkbox"/>	WNY	<input type="checkbox"/>	WA SCAN		
<input type="checkbox"/>	NNMC				
<input type="checkbox"/>	NAF				
<input type="checkbox"/>	SITE DOWN				
<input type="checkbox"/>	SCAT				

TROUBLE

Mobile Radio Cut off and Rebooted numerous times. Gave Error messages of Software Fail (614) and Network Failure. On going issue with the Mobile Radio

6/13
Called ELNR Help Desk
and Forward (b)(6)

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CTIRMS (b)(6)
Sent: Sunday, June 13, 2010 4:08 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Mobile Radio INC105642 (Ser #9810179)

(b)(6)

I have submitted a request to have your trouble with your mobile radio at tower 21 investigated. Your CNIC Support Center ticket number is INC105642. Please reference this number when corresponding with the support center.

If you have any further questions or requests, reply to this message or contact the CNIC Support Center. As always, we are standing by to provide whatever assistance and support you may require 24/7. Thank you for your time and patience.

Very respectfully,

(b)(6)

ATFP Support Technical Representative

CNIC Support Center

DSN: 942.6536, Option 1

Com: 904.722.6597, Option 1

Toll Free: 888.264.4255, Option 1

Fax: 904.725.4557

How am I doing? Contact my supervisor (b)(6), email (b)(6)
<mailto:(b)(6)>

Visit us on the web at www.ctirms.com <<http://www.ctirms.com/>> or
supportcenter.cnic.navy.mil <<http://supportcenter.cnic.navy.mil/>>.

"FOR OFFICIAL USE ONLY - PRIVACY SENSITIVE: ANY MISUSE OR UNAUTHORIZED DISCLOSURE MAY RESULT
IN BOTH CIVIL AND CRIMINAL PENALTIES"

Naval District Washington Fire/Emergency Service

Radio Trouble Report

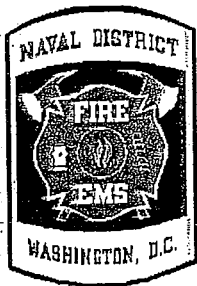
Date	June 12 2010	Time of Trouble	1452	Location	BAFB
Contact	(b)(6)	Phone Number	202-767-5407	User Group	
Unit ID		Radio Serial #	N/A		
<u>Site you were on</u> (Top Line of Radio)		<u>Talk Group</u> (Bottom Line)			
<input checked="" type="checkbox"/>	BAFB	<input checked="" type="checkbox"/>	NPFDISP		
<input type="checkbox"/>	WRC	<input type="checkbox"/>	CC SCAN		
<input type="checkbox"/>	WNY	<input type="checkbox"/>	WA SCAN		
<input type="checkbox"/>	NNMC				
<input type="checkbox"/>	NAF				
<input type="checkbox"/>	SITE DOWN				
<input type="checkbox"/>	SCAT				

TROUBLE

On Incident # 559 (Automatic Fire Alarm Bldg 175 Washington Navy Yard), was unable to understand any Radio Transmission's from Communications on the Mobile and on Portable Radio's due to all Transmissions skipping. This also occurs in the Fire Stations on Dispatch and when Communications is activating the alert tones. One alert tone always sounds like Multiple.

HGLP DASH
6/13

(b)(6)



**NAVAL DISTRICT WASHINGTON
FIRE & EMERGENCY SERVICES**



SAFETY COMMITTEE

REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION

This form is intended for internal fire department Safety Committee use only. It does not take the place of the official OPNAV 5100/11 NAVY EMPLOYEE REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION. It is provided for Fire department employees to assist in the correction of a perceived unsafe or unhealthful working condition

Date: June 12, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:

Bolling Air Force Base, Anacostia Naval Station, Washington Navy Yard, Naval Research Lab and Bellevue Housing.

Briefly describe the condition:

On Incident # 559 (Automatic Fire Alarm Bldg 175 Washington Navy Yard), was unable to understand any Radio Transmissions from Communications on the Mobile and on Portable Radio's due to all Transmissions skipping. This also occurs in the Fire Stations on Dispatch and when Communications is activating the alert tones. One alert tone always sounds like multiple. This has been ongoing problem, however it appears as if it getting worse and harder to understand Communications.

Name & Date 1st Line Supervisor Notified:

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors, ~~submit to~~
Safety Committee rep and Safety Committee Chair. ~~submit to Safety Committee~~

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Sunday, June 13, 2010 5:44 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000105645 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000105645. This number should be retained for reference purposes.

Reference No.: INC000000105645

Summary: Radio needs to be reprogrammed to function properly.

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CTIRMS [(b)(6)]
[ATFPSUPPORT@ctirms.com]
Sent: Sunday, June 13, 2010 5:47 PM
To: (b)(6) CIV NDW ANND, N30
Subject: ELMR radio issues

] on behalf of ATEP Support

(b)(6)

I have created the following tickets and have assigned to the local technician to be fixed.

INC000000105643 Mobile radio unit needs repair/replace-WNYD

INC000000105644 Problem with the tower and units were not able to talk to each other. Bowling
AF

INC000000105645 Distortion with the radio units. WNYD

Please let us know if you have any other problems.

V/R

(b)(6)

(b)(6)

CNIC Support Center

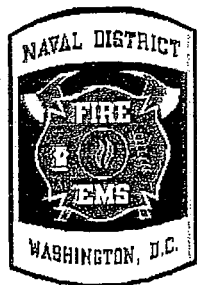
DSN: 942.6536

Com: 904.722.6597

Toll Free: 888.264.4255

Fax: 904.725.4557

How am I doing? Contact my supervisor (b)(6), email (b)(6)
<mailto:(b)(6)>, Visit us on the web at www.ctirms.com
<<http://www.ctirms.com>> or supportcenter.cnic.navy.mil <<http://supportcenter.cnic.navy.mil>>



**NAVAL DISTRICT WASHINGTON
FIRE & EMERGENCY SERVICES**



SAFETY COMMITTEE

REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION

This form is intended for internal fire department Safety Committee use only. It does not take the place of the official OPNAV 5100/11 NAVY EMPLOYEE REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION. It is provided for Fire department employees to assist in the correction of a perceived unsafe or unhealthful working condition

Date: June 10, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Bldg 33 WNY

Briefly describe the condition:

While operating on a reported Building Fire at Building 33 on the WNY, we could not copy any of communications transmissions and the dispatcher had to switch over to back-up radio. Upon arrival on the scene, units had to switch to conventional channel to talk inside the building. In both cases back-up and conventional we lose the emergency identifier feature, creating a huge safety issue.

Name & Date 1st Line Supervisor Notified:

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors, Safety Committee rep and Safety Committee Chair.

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CIV District Fire Chief
Sent: Thursday, June 10, 2010 9:31 PM
To: (b)(6) CIV NDW DLGR, N30
Cc: (b)(6) NDW WNYD, N9; (b)(6)
Subject: FW: Radio Safety Report - Building 33 WNY
Attachments: Safety Form.docx
Signed By: (b)(6)

CIV NDW WNYD, N3

I have contacted the CNIC ELMR Help desk and reported this radio trouble.

r/(b)(6)

-----Original Message-----

From: (b)(6) CIV NDW ANND, N30
Sent: Thursday, June 10, 2010 13:25
To: (b)(6) CIV District Fire Chief; (b)(6) CIV NDW ANND, N30; (b)(6)
(b)(6) CIV NDW WNYD, N30; (b)(6) CIV NDW ANND, N30; (b)(6)
Cc: (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW, N35
Subject: Radio Safety Report - Building 33 WNY

Please see attached

(b)(6)

CIV District Fire Chief

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Thursday, June 10, 2010 10:19 PM
To: (b)(6) CIV District Fire Chief
Subject: Incident INC000000105334 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000105334. This number should be retained for reference purposes.

Reference No.: INC000000105334
Summary: ELMR Radio

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff



NAVAL DISTRICT WASHINGTON
FIRE & EMERGENCY SERVICES



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Date: June 10, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Bldg 33 WNY

Briefly describe the condition:

While operating on a reported Building Fire at Building 33 on the WNY, we could not copy any of communications transmissions and the dispatcher had to switch over to back-up radio. Upon arrival on the scene, units had to switch to conventional channel to talk inside the building. In both cases back-up and conventional we lose the emergency identifier feature, creating a huge safety issue.

Name & Date 1st Line Supervisor Notified:

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:

Copy of this form shall be submitted to 1st Line Supervisors, Safety Committee rep and Safety Committee Chair.



NAVAL DISTRICT WASHINGTON FIRE & EMERGENCY SERVICES



SAFETY COMMITTEE

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Date: June 4, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:
Bolling Air Force Base, Anacostia Naval Station, Washington Navy Yard, Naval Research Lab and Bellevue Housing.

Briefly describe the condition:

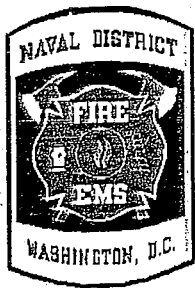
When the Main Radio System's Console goes down and Communications switches over to the back-up system, communications is unable to receive any alert when someone activates their Emergency Identifiers. The Radio System is not in Compliance with NFPA 1221 (Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems).

Name & Date 1st Line Supervisor Notified:

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:



**NAVAL DISTRICT WASHINGTON
FIRE & EMERGENCY SERVICES**



SAFETY COMMITTEE

REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION

This form is intended for internal fire department Safety Committee use only. It does not take the place of the official OPNAV 5100/11 NAVY EMPLOYEE REPORT OF UNSAFE OR UNHEALTHFUL WORKING CONDITION. It is provided for Fire department employees to assist in the correction of a perceived unsafe or unhealthful working condition

Date: June 4, 2010

Name: (b)(6)

Contact number: 202-767-5407

Location of hazard or condition:

Bolling Air Force Base, Anacostia Naval Station, Washington Navy Yard, Naval Research Lab and Bellevue Housing.

Briefly describe the condition:

When the Main Radio System's Console goes down and Communications switches over to the back-up system, communications is unable to receive any alert when someone activates their Emergency Identifiers. The Radio System is not in Compliance with NFPA 1221 (Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems).

Name & Date 1st Line Supervisor Notified:

Date Sent to Safety Comm. Chair:

Name & Date Safety Comm. member receiving the report:

Action Taken:

(b)(6)

CIV District Fire Chief

From:
Sent:
To:
Subject:

Remedy Support Center [DO_NOT_REPLY@navy.mil]
Thursday, June 03, 2010 6:09 AM
(b)(6) CIV District Fire Chief
Incident INC000000103482 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000103482. This number should be retained for reference purposes.

Reference No.: INC000000103482
Summary: ELMR Radio Malfunction

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

(b)(6)

CIV District Fire Chief

From: (b)(6) CIV District Fire Chief
Sent: Thursday, June 03, 2010 6:51 AM
To: (b)(6) CIV NDW DLGR, N30; (b)(6) NDW WNYD, N00; (b)(6) CIV NDW WNYD, N3; (b)(6) NDW WNYD, N9; (b)(6) NDW WNYD, N35; (b)(6) CIV NDW DLGR, N61; (b)(6) CIV NDW DLGR, N6
Cc: (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW WNYD, N30
Subject: ELMR Radio Trouble
Signed By: (b)(6)

Yesterday afternoon around 1530 hours a few mobile radio were stuck on the Navy Annex antenna site and would not communicate with Dispatch. Dispatch could not communicate with the mobiles but could communicate with the fire stations.

(b)(6) believes this was due to the to a failure at Ft. Belvoir.

On a separate issue, this morning Engine 43 was dispatched for a call at building 215-NRL. The crew at station 3, never heard the call dispatched. Dispatcher (b)(6) had to call via phone to alert the crew. Once on the scene the Captain advised he had a hard time communicating with his crew between building 215 and 216 while on the conventional channel. I have called in a trouble ticket to the help desk.

r/(b)(6)

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date	<u>5/27/2010</u>	Time of Trouble	<u>0644hrs</u>	Location	<u>Bldg 43 NRL</u>
Contact	<u>(b)(6)</u>	Phone Number	<u>202-767-5407</u>	User Group	<u></u>
Unit ID	<u>Twr 21 OIC Portable</u>	Radio Serial #	<u>N/A</u>		
<u>Site you were on</u> (Top Line of Radio)		<u>Talk Group</u> (Bottom Line)			
<input checked="" type="checkbox"/>	BAFB	<input checked="" type="checkbox"/>	NPFDISP		
<input type="checkbox"/>	WRC	<input type="checkbox"/>	CC SCAN		
<input type="checkbox"/>	WNY	<input type="checkbox"/>	WA SCAN		
<input type="checkbox"/>	NNMC				
<input type="checkbox"/>	NAF				
<input type="checkbox"/>	SITE DOWN				
<input type="checkbox"/>	SCAT				

TROUBLE

While operating on an Automatic Fire Alarm at Bldg. 43 NRL, Units had to switch to Conventional Channel to communicate with each other. When this is done, we lose our Emergency Identifiers. Also there was interference(static) on the Conventional Channel and we were unable to hear each other altogether.

Called into the Help
Desk on 5-27-2010
at 1018 Hours. POC (b)(6)
The ticket number will
be emailed.

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
ent: Friday, May 14, 2010 9:07 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000099608 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000099608. This number should be retained for reference purposes.

Reference No.: INC000000099608
Summary: ELMR System Issue

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CIV NDW ANND, N30
Sent: Wednesday, May 12, 2010 10:05 AM
To: (b)(6) CIV NDW ANND, N30; (b)(6) CIV District Fire Chief; (b)(6) CIV Battalion Chief, N30
Subject: Radio Trouble Report E41 (Again)
Attachments: Radio Trouble Report.xls
Signed By: (b)(6)

Attached is another Radio Trouble Report for E41, I have submitted an unknown amount of reports on E41 mobile freezing up, not sure what the procedure is but it may just need to be replaced, the fixes haven't worked.

(b)(6)

NDW Fire & Emergency Services
Central Division - Battalion 1 - Engine 41
202-767-5407

(b)(6)

CIV NDW ANND, N30

From: (b)(6) CIV NDW ANND, N30
Sent: Wednesday, May 12, 2010 6:05 PM
To: (b)(6) CIV NDW ANND, N30; (b)(6)
Subject: E41 Mobile Radio OOS
Attachments: Radio Trouble Report.xls
Signed By: (b)(6)

CIV District Fire Chief

Same issue as previous report. Spoke with (b)(6) in reference to ongoing issue, he is going to try to come up tomorrow afternoon 5/13 and look at swapping out radio with a new one.

(b)(6)

NDW Fire & Emergency Services
Central Division - Battalion 1 - Engine 41
202-767-5407

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 5/12/2010 Time of Trouble 925 Location BAFB & WNY
Contact (b)(6) Phone Number 202-767-5407 User Group _____
Unit ID E41 Mobile Radio Serial # N/A

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

☐ BAFB

☒ NPFDISP

☐ WRC

☐ CC SCAN

☐ WNY

☐ WA SCAN

☐ NNMC

☐ NAF

☐ SITE DOWN

☐ SCAT

TROUBLE

E41 Mobile Radio would not transmit or receive, Top Line "DATAOFF"
Bottom Line "NPFDISP", attempted to turn radio off and back on and did
not reset. Operated off portable throughout incident and while returning
to quarters.

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 5/12/2010 Time of Trouble 1132 Location Anacostia
Contact (b)(6) Phone Number 202-767-5407 User Group _____
Unit ID E41 Mobile Radio Serial # N/A

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☐ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☒ NPFDISP
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

E41 Mobile Radio would not transmit or receive, Top Line "DATAOFF" Bottom Line "NPFDISP", attempted to turn radio off and back on and did not reset. Operated off portable throughout incident and while returning to quarters. Same problem occurred on previous call (see previous report), at that time radio maintenance was notified and advised to turn radio off and then back on.....we did this and problem re-occured on next call. Still no solution to ongoing problem.

(b)(6)

CIV NDW ANND, N30

From: Remedy Support Center [DO_NOT_REPLY@navy.mil]
Sent: Friday, May 14, 2010 9:01 PM
To: (b)(6) CIV NDW ANND, N30
Subject: Incident INC000000099607 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000099607. This number should be retained for reference purposes.

Reference No.: INC000000099607
Summary: Fire Engine #4 ELMR Radio Issue

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

5/14/10

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date 5/12/2010 Time of Trouble 1132 Location Anacostia
Contact (b)(6) Phone Number 202-767-5407 User Group _____
Unit ID E41 Mobile Radio Serial # N/A

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☐ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☒ NPFDISP
- ☐ CC SCAN

- E-41
- B NO SCAT
on WNY / NAF

TROUBLE

E41 Mobile Radio would not work on Bottom Line "NPFDISP", at the time of the call did not reset. Operated off port line and returned to quarters. Same problem occurred on previous call (see previous report), at that time radio maintenance was notified and advised to turn radio off and then back on.....we did this and problem re-occured on next call. Still no solution to ongoing problem.

M-7100



SUPERIOR COMMUNICATIONS INC.

Radio Trouble Report

Date 13-May-10 Time of Trouble See Below Location Fire Station 1
Contact (b)(6) Phone Number 202 767 5407 User Group _____
Unit ID E 41 Radio Serial # _____

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☒ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☐ Fire Comm
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

Engine 41's mobile radio is out of service since May 12, 2010....Engine 41 is utilizing the portable radio for daily operations for communications.....During three responses at Bldg. 73 (W.N.Y), 8th & I (W.N.Y) and responding to bldg. 30 (N.R.L)...There was a lack of understanding of instruction during responding and on the scene. During the incident at bldg. 30...All units had to go to the conventional channel for operations and understanding....This is an on-going problem that seems to be getting worse.

Email To _____

FAX (301) 762-6870

5/14/10

Naval District Washington Fire/Emergency Service

Radio Trouble Report

Date	5/12/2010	Time of Trouble	925	Location	BAFB & WNY
Contact	(b)(6)	Phone Number	202-767-5407	User Group	
Unit ID	E41 Mobile	Radio Serial #	N/A		

Site you were on
(Top Line of Radio)

Talk Group
(Bottom Line)

- ☐ BAFB
- ☐ WRC
- ☐ WNY
- ☐ NNMC
- ☐ NAF
- ☐ SITE DOWN
- ☐ SCAT

- ☒ NPFDISP
- ☐ CC SCAN
- ☐ WA SCAN

TROUBLE

E41 Mobile Radio would not transmit or receive, Top Line "DATAOFF" Bottom Line "NPFDISP", attempted to turn radio off and back on and did not reset. Operated off portable throughout incident and while returning to quarters.